

**ARIZONA DEPARTMENT OF ECONOMIC
SECURITY**

DIVISION OF DEVELOPMENTAL DISABILITIES

BILLING MANUAL



May 2006

SFY06 BILLING INSTRUCTIONS FOR DIVISION PROVIDERS

General Purpose of this Instruction

The purpose of this document is to provide assistance and clarification to providers on billing documents and the processes that are necessary in order to file a proper billing claim.

All providers are encouraged to utilize the Division's electronic billing process. The advantage of utilizing the electronic submission is an expedited processing of claims for services and review of any denials of those claims resulting in more timely payments. The file layout requirements are posted to the Division's WEB site. **Training may be arranged through Judy Niebuhr.**

Judy Niebuhr is the Division's Accounts Payable Manager. She can be contacted via email at JNiebuhr@azdes.gov or via phone at 602-542-6798, (toll free at 1-866-229-5553).

Additionally, the Division offers **direct deposit**. All providers are encouraged to fill out the direct deposit forms to use the direct deposit option. The advantage to a provider is that they receive payments 2 to 5 days quicker than through the mail.

The Direct Deposit form titled "ACH Vendor Authorization Form GAO-618 ACH" and the instructions are posted to the Department of Administration: www.gao.state.az.us. On the left side of their site go to "Vendor and ACH Info". Then near the bottom of the new screen go to: "ACH Vendor Authorization (GAO-618) Form" and "Instructions – ACH Vendor Authorization (GAO-618)".

Complete the form per the instructions – but - **DO NOT SEND IT BACK TO THE DEPARTMENT OF ADMINISTRATION AS INSTRUCTED ON THE FORM. INSTEAD SEND THE COMPLETED FORM TO:**

Judy Niebuhr, Site 791A
Accounts Payable
DDD Business Operations
1789 W. Jefferson, 4th Floor
Phoenix, AZ 85007

Allow sixty days for processing your request.

For all published billing rules in the service specifications of the (QVA) contract, refer to the Division's Website. For Non-published - billing rules are governed by specific contract.

Billing documents are auditable and legal documents, and must be completed and signed by all parties to be processed.

Vendors have a choice of two billing methods: (A) Electronic, or (B) Paper.

A. ELECTRONIC BILLING:

- 1. Definition:** Electronic Billing is the process of billing the Division in accordance with the Electronic Import Specification.

All services, delivered on behalf of a specified consumer and paid through the Division of Developmental Disabilities can be included on your billing disk.

If you are interested in converting to the electronic system, contact Judy Niebuhr at: 602-542-6798 (toll free at 1-866-229-5553) or email JNiebuhr@azdes.gov.

- 2. Only One Disk may be submitted to the Division per month:** When utilizing the Electronic Billing System, you may only submit one disk to the Division per month. This disk:
- can include all districts,
 - may include all re-bills for the current fiscal year, and,
 - may include original bills.

You should bill either entirely on disk or paper, **but not both.**

You may include multiple months within the same fiscal year on a disk, and multiple districts on the same disk.

You may not bill for future services.

- 3. Where to submit disk:** Submit your disk to:

Judy Niebuhr, Site 791A
Accounts Payable
DDD Business Operations
1789 W. Jefferson, 4th Floor
Phoenix, AZ 85007

- 4. Billing Segments:** You are required to bill on a different line for any breaks in continuous days of service, when rates change or when the Individual Service Plan changes.

For example, if you are billing for Day Treatment and Training for a consumer that goes from Monday through Friday with no break in service (from the 1st to the 5th of the month), you may bill on one line from the 1st to the 5th.

You will need to bill a new billing segment (line) for the next week from the 7th to the 11th, if there was no break in services for that time period and so forth

If a consumer is absent for one day, say on the 3rd, you will need to bill from the 1st to the 2nd on one line; (you cannot bill for absent units except for Room and Board) so the next segment (line) would be from the 4th to the 5th, and so on.

If there is a change in the Individual Service Plan, a new billing segment is required. For example, if the current Individual Service Plan goes through June 15th and a new one starts June 16th, you will need to bill one segment from June 1 through June 15 if there were no breaks in service - and a new segment for June 16th forward.

The total daily number of units of service for that billing segment, multiplied by your hourly rate will give you the total for that billing segment

For all published rate services, your rate can be found on the DDD website. www.azdes.gov/ddd/.

Click on - "For Important Vendor Information",
then - "For General Information About Qualified Vendors",
then - "Rates",
then - "RateBook".

For non-published rate services, your contract "Price Sheet" determines your billing rate.

As an example of a published rate service: You were providing HAI – Habilitation, Independent Setting - from the 1st to the 5th; 5 days at 2 hours per day for a total of 10 hours.

You are providing this service to two consumers at the same time (1:2 staffing ratio).

In September of 2005 the billable rate was \$11.61/hour per consumer.

Your bill should show 2 hours each day for 5 days for each consumer on two separate lines.

This totals to 10 hours (x) times your rate of \$11.61 for a total of \$116.10 for the five-day billing segment for each consumer.

When doing the math, always round up. For example: if the calculated number is \$6.345, round to \$6.35, not \$6.34

Each break in continuous dates of service, whether a weekend, absence or a holiday would require a new billing segment.

NOTE: All Respite, whether continuous (daily) or short term (hourly) must be invoiced by date of service.

For Therapy Services and Nursing - if the family has private insurance and you have not been issued a waiver by the Division, a hard copy of the Explanation of Benefits must be attached.

5. **Invoice Sheet:** You **are** required to complete the invoice cover sheet. This form: "Monthly Invoice Cover Sheet", is available on the WEB site.

B. PAPER BILLINGS – Two Formats: (1) Uniform Billing Document (UBD Short Form), and (2) Date of Service / Uniform Billing Document (DOS / UBD Long form).

- 1. Definition:** Non-electronic submittal of a claim in the Division's approved Short or Long Form format. Instructions and copies of these forms are located at the end of this document
- 2. One Billing Document per Month:** When utilizing the paper billing, you may only submit one bill to the Division per month. This bill may include all districts and re-bills as well as original bills. You should bill either entirely on disk or paper, but not both.

You may include multiple months within the same fiscal year on a bill, and multiple districts on the same bill.

Billing documents must be completed in blue or black ink and submitted in paper format, no pencils or white out will be permitted. Bills not completed in full, signed and dated, will be returned for completion and resubmission.

Note: Bills may not be FAXed

You may not bill for services not yet provided.

- 3. Where to Submit your paper bills:** Submit your paper bill to:

Judy Niebuhr, Site 791A
Accounts Payable
DDD Business Operations
1789 W. Jefferson, 4th Floor
Phoenix, AZ 85007

- 4. Billing Segments:** You are required to bill on a different line for any breaks in continuous days of service, when rates change or when the Individual Service Plan changes.

For example, if you are billing for Day Treatment and Training for a consumer that goes from Monday through Friday with no break in service (from the 1st to the 5th of the month), you may bill on one line from the 1st to the 5th.

You will need to bill a new billing segment (line) for the next week from the 7th to the 11th, if there was no break in services for that time period and so forth

If a consumer is absent for one day, say on the 3rd, you will need to bill from the 1st to the 2nd on one line; (you cannot bill for absent units except for Room and Board) so the next segment (line) would be from the 4th to the 5th, and so on.

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For Therapy Services and Nursing - if the family has private insurance and you have not been issued a waiver by the Division, a hard copy of the Explanation of Benefits must be attached.

- 5. Invoice Sheet:** You **are** required to complete the invoice cover sheet. This form: "Monthly Invoice Cover Sheet", is available on the WEB site.

C. ACCOUNTS PAYABLE CONTACTS

If you have any questions when preparing your FY06 billing, please direct your questions to Judy Niebuhr. She can be contacted via email at JNiebuhr@azdes.gov or via phone at 602-542-6798, (toll free at 1-866-229-5553).

D. DOCUMENTS REFERENCED IN THE BILLING MANUAL

- 1) Monthly Invoice Cover Sheet - to be attached to both paper and electronic bills.**
- 2) Instructions for Uniform Billing Document (Short Form), Including Place of Service Codes.**
- 3) Uniform Billing Document (Short Form)**
- 4) Instructions for the Date of Service/Uniform Billing Document (Long Form)**
- 5) Date of Service/Uniform Billing Document (Long Form)**
- 6) Professional Billing System and Electronic Import Specifications, Version 1.0**